

February 22, 2000

## **OBSERVATION REPORT #28**

**Bell Atlantic did not adhere to the prescribed processes, intervals, and procedures for notifying CLECs about a recommended upgrade to PGP version 6.5.1.**

### **Issue**

Bell Atlantic did not conform to the following Change Management<sup>1, 2</sup> processes and principles:

- A. Change Request requirements were not properly defined, documented, classified, and communicated by Bell Atlantic.
- B. The suggested upgrade to PGP 6.5.1 is CLEC system affecting and was neither discussed between Bell Atlantic and the complete CLEC community at the Industry Change Control meetings, nor communicated through the Change Control mailing list. Only KPMG and AT&T were notified of the suggested upgrade.
- C. An implementation schedule with intervals was not provided.

The upgrade to PGP version 6.5.1. should be classified as a Type 4 Change Request (Bell Atlantic originated) and should follow the processes and intervals associated with it. A Type 4 Change Request is defined as “*Type 4 - Changes to systems/processes that are related to upgrades and enhancements as well as preplanned maintenance changes that originate from Bell Atlantic(4)*”<sup>3</sup>.

- D. Per a Type 4 Change Request, CLECs are given a fifteen (15) business day period to provide feedback on a system affecting change. BA did not provide feedback within the fifteen business day period.
- E. Secondly, BA did not provide a forty-five (45) day implementation schedule.

### **Assessment**

The issue is a concern for the following reasons:

- Proper notification and documentation was not available to the entire CLEC community for a system affecting change.
- Feedback was not solicited from all CLECs.
- Without a proper implementation schedule, CLECs may be unable to manage resources and systems in a timely manner.

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<sup>1</sup> Bell Atlantic, Change Management Process, <http://www.bellatlantic.com/wholesale/html/pdfs/cm522t1s1.pdf>, 5/22/98.

<sup>2</sup> Bell Atlantic, Principles of Change Management, [http://www.bellatlantic.com/wholesale/html/pdfs/prcp\\_227.pdf](http://www.bellatlantic.com/wholesale/html/pdfs/prcp_227.pdf), 1/28/98.

<sup>3</sup> Bell Atlantic, Principles of Change Management, 1/28/98.